

0210.01 Management, Maintenance
Issued January 6, 1997

SUBJECT: Management, maintenance.

APPLICATION: Executive Branch Departments and Sub-units, and all other tenants of facilities under the jurisdiction of the Department.

PURPOSE: To provide uniform services and establish directives concerning facility operations.

CONTACT AGENCY: Department of Management and Budget (DMB) - Property Management Division

TELEPHONE: 517/373-0987

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SUMMARY: Affected entities are to follow specific procedures to address general operation of facilities, including, but not limited to:

- General maintenance.
- Contract maintenance.
- Special maintenance.
- Signage.

To initiate any action concerning these services or other facility operational services, or necessary forms, contact the facility manager.

APPLICABLE FORMS: DMB-650, Billing for Services.
DMB-689, Sign Order Sheet (8/92).
DMB, After-Hours Access Request.

PROCEDURES:

Agency:

- Ascertains need and submits a request to facility manager, Property Management Division (PMD), either in writing, by telephone, or both.

Facility Manager:

- Initiates proper action with the PMD and contracted services in any of the following areas:

- General maintenance:
 - Electrical.
 - Locksmith.
 - Mechanical.
 - Carpentry.
 - Plumbing.
 - Painting.
 - Lighting.
 - Heating/air conditioning.
- Contracted services:
 - All regular maintenance services not provided by PMD personnel are contracted with the private sector but managed by the facility manager. Questions or concerns regarding any of these services should be directed to the manager:
 - Elevator maintenance.
 - Rubbish removal.
 - Janitorial services.
 - Pest control.
 - Window cleaning.
 - Security.
- Special Services:
 - Services to buildings or grounds, not considered "general maintenance," are coordinated through the facility manager but may be provided by PMD personnel or the private sector, including:
 - Special cabinetry.
 - Special electrical hook-ups.
 - Special air-conditioning installation.
 - All other physical modifications to any buildings or grounds.

PMD:

- Signage:
 - The signage for all PMD-operated buildings falls into 3 categories:
 - Individual.
 - Lobby, elevator, and general directional.
 - Special.

- All signs shall be constructed with 1/8-inch black acrylic using white letters and according to the established specifications. All signage and signage placement in PMD-operated buildings must have the approval of the respective facility manager prior to being ordered. All signage not specifically listed, such as brass, aluminum, etc., must have the approval of the PMD director.
- Where required by law in common areas of buildings, braille and raised character signage will be supplied by PMD.

Tenant:

- Agencies may request approval for other braille and raised character signs.
- General Information:
 - PMD will provide signage in accordance with DMB sign specifications as shown in Figure 1, for PMD-managed buildings as a service within the structure of the building occupancy charges. No charge is levied for this service. Requests for signage by State agencies in non-PMD-operated buildings may be accepted and completed as time permits. PMD will charge, according to a published pricing structure, for signage service in all non-PMD-operated buildings.
 - Will provide name plates with titles to employees at the supervisory level and above. Will not provide individual name plate signage for individuals who occupy less than a permanent position. Additionally, will not provide name plates for student assistants, co-op students, and interns.

- PMD Operated Buildings:

- Agency:
 - Completes the Sign Order sheet and forwards it to the facility manager.
- Facility manager:
 - Reviews the request for completeness and, if necessary, visits the location to determine consistency with policies and the building signage plan.
 - If the request is for "special" signage which is not specifically identified herein, the facility manager may review the request and secure a written justification statement from the requesting department of agency. The order sheet along with the justification statement shall be sent to the Facilities Services Section manager.
 - Once the review is completed, signs the order sheet and forwards to the Carpenter Shop.
- Carpenter Shop
 - Completes the order according to specifications and returns to the facility manager.

- Non-PMD Operated Buildings:
 - Agency:
 - Completes the Sign Order Sheet and forwards it to:

DMB Carpenter Shop
400 N. Pennsylvania
BTS Building No. 19
Lansing, Michigan 48912
 - If the charges for the order are clearly identifiable, the requester may complete and attach a signed DMB-650 form.
 - Should the requesting department or agency require a quotation prior to authorizing the order, the Sign Order Sheet shall be forwarded to the Carpenter Shop without a DMB-650 form.
 - Carpenter Shop:
 - Reviews the order and provides a quotation by completing a DMB-650 and returning the form to the requester for final approval and signature.
 - Agency:
 - Reviews the quotation, signs the DMB-650, and returns it to the Carpenter Shop (address above) authorizing the sign order.
 - Carpenter Shop:
 - Completes the order and returns the sign to the requesting agency.
 - Agency:
 - Installs the sign.

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